

# Charity Services Structure

## **Head of Charity Services - Sonya Roe**

Reporting to the Group Chief Executive, Sonya provides strategic direction and leadership to the charitable services and activities within the Age UK North Tyneside Group.

## **Senior Charity Operations Manager - Emma Pyper**

Reporting to the Head of Charity Services, Emma supports the Head of Service in the strategic operational management and development of the charity with specific operational responsibility for performance and development.

## Information & Advice

### **Lead Information & Advice Coordinator - Lindsay Moorhouse**

Reporting to the Group Chief Operating Officer, Lindsay manages the day to day running of the Information & Advice Team and projects.

### **Information & Advice Officers - Tom Brewer, Chris Bone**

Reporting to the Lead Information & Advice Coordinator, Tom and Chris deliver a free, comprehensive, confidential and impartial generalist advice service, covering a range of subject areas including; welfare rights, community care, housing and local services to quality mark standards.

## Admiral Nurses

### **Lead Admiral Nurse - Betty Lucas**

Reporting to the Head of Charity Services, Betty develops and manages the Admiral Nurse service to meet the needs and aspirations of customers, their families and friends and to meet contractual obligations, statutory requirements and pre-determined service delivery standards.

### **Deputy Lead Admiral Nurse - Kirsty de Bono-Hume**

Reporting to the Lead Admiral Nurse, Kirsty provides specialist dementia nursing expertise and support to those affected by dementia, with a specific focus on family carers/supporters who experience difficulties within a defined locality of North Tyneside. Kirsty also supports the Lead Admiral Nurse in developing and supporting the team.

### **Dementia Services Coordinating Officer - Suzanne Keenan**

Reporting to the Lead Admiral Nurse, Suzanne is the main point of contact for customers for the Admiral Nurse service and is responsible for the data input of customer information and group activities.

### **Admiral Nurses - Frances Rudd, Meg Johnson, Sue Gilbertson, Tracy Young**

Reporting to the Lead Admiral Nurse, our Admiral Nurses provide specialist dementia nursing

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## Befriending

### **Befriending Coordinator - Lynsey Ralph**

Reporting to the Senior Charity Operations Manager, Lynsey coordinates the development and delivery of the befriending programme that supports older people to engage socially through home visits, telephone calls, attending group activities and volunteering. She is also responsible for coordinating and delivering a volunteer training programme, volunteer and customer matching and monitoring, within a robust reporting and evaluation framework.

## Health & Wellness

### **Health & Wellness Coordinating Officer - Beth Enguita**

Reporting to the Senior Charity Operations Manager, Beth is responsible for providing an excellent customer service and supporting people in later life to access our community based Health & Wellness programme across a variety of settings in North Tyneside. She is also responsible for supporting the delivery and contribution to our expanding service.

### **Health & Wellbeing Coordinators - Abby Prokic, Stacey Taylor**

Reporting to the Senior Charity Operations Manager, Abby and Stacey are responsible for helping our customers with early stage and mild dementia in the community and their family and carers. They run a number of social events where the person with dementia and their carer can attend together. They also utilise their expertise in dementia specific services as part of a multi-disciplinary partnership with North Tyneside's Social Services team. Their aim here is to help signpost and provision appropriate dementia-friendly activities and support for those with a dementia diagnosis in order to help them thrive for as long as possible within the community.

### **Health & Wellness Fitness Instructors - Dawn Pagett, James Smith**

Reporting to the Senior Charity Operations Manager, Dawn and James are responsible for the delivery of physical exercise activities as part of the wider community based Health & Wellness programme for an ageing population across a variety of settings in North Tyneside.

## Strength & Balance

### **Strength & Balance Coordinating Officers - Ann Targett, Pam Harman**

Reporting to the Senior Charity Operations Manager, Ann and Pam are responsible for providing excellent customer service and to support people in later life to access our Strength & Balance programme, to help them make more of life through falls prevention exercises.

### **Strength & Balance Trainers - Laura Menzies, Paula Bennett**

Reporting to the Senior Charity Operations Manager, Laura and Paula deliver a community based, falls prevention Strength & Balance programme for an ageing population across a variety of settings in North Tyneside, aimed at preventing falls and providing falls prevention awareness sessions.

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## CARE Point

### **Promoting Independence Coordinators - Derek Ash, Nicola Ward, Shanaz Rahman**

Reporting to the Senior Charity Operations Manager, Derek, Nicola and Shanaz meet with older people on a one-to-one basis and carry out a “guided conversation” which is used to draw out the needs and wishes of the customer. Derek and Shanaz have responsibility to bring together all of the support and services necessary for the customer to achieve their goals, ensuring that the person is placed at the centre of the service provision and coordinating this accordingly.

## Older People in Prisons

### **Manager of North East Prisons - Joe Peterson**

Reporting to the Head of Charity Services, Joe ensures the effective and efficient provision of a quality Older People in Prisons service in order to meet the needs and aspirations of customers, their family and friends and to meet the contractual obligations, statutory requirements and pre-determined service delivery standard.

### **HMP Wellbeing & Activities Officer - Karen Hodgson, Lianne Stappard**

Reporting to the Manager for North East Prisons, Karen and Lianne help to initiate a prison-based service for those over the age of 50 which encourages service users to take an active role in improving both their physical and mental wellbeing. They support the rehabilitation and resettlement processes to ensure prisoners have access to information and support pre-release or on transfer. Karen and Lianne also provide an advocacy service for older prisoners to support them to express their needs effectively and improve their mental wellbeing.